

Hospitality Assistant

Directorate	Commercial and Visitor Services
Reporting to	Hospitality Supervisor
Hours	Zero-hour contract

Variable working hours across the week including morning, afternoon, evenings, weekends and Bank Holiday shifts as required. Additional Hours may be available to cover the needs of the business

Location	All Norwich Theatre venues to include, Norwich Theatre Royal, Norwich Playhouse and Stage 2
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Working across all our venues and events, the Hospitality Assistants will provide excellent customer service and facilitate excellent customer experiences in all our commercial activities.

Main Purpose of the Role

- To ensure Customer care and standards of service in all areas are of the highest level and meet the standards set by the Head of Commercial
- To assist the Hospitality Supervisors and team in the smooth running of all commercial activities
- To help maximise sales potential across commercial areas

Key Responsibilities

Daily Operations and sales

- To be an effective team member, sustaining a positive and friendly manner
- To work on a rota basis in all areas of the Commercial operation including bars, restaurant, cafe, roving sales and events delivery
- Working with all teams across our venues to meet the needs of the business and deliver the best customer experience for all guests and visitors through first class service and attention to detail
- Ensure the highest standards of food and beverage service that meet our customers and Norwich Theatre's expectations
- Be proactive and anticipate Visitors needs wherever possible
- Assist with emergency situations including evacuation as required by Management
- On a rota basis assist with stock distribution following manual handling guidelines
- Ensure all operational areas are kept clean, tidy and always well presented
- Assist with opening and closing of commercial areas as required

New Hospitality Assistant – Job Description – Private and Confidential – (TBC)

Customer Service & Relationships

- Communicate with customers on a day-to-day basis (both internal and external) and deal with any complaints that may arise and report to a supervisor
- Foster a positive and proactive environment working with all departments to achieve the best experience possible for theatre goers, visitors, participants, cast and staff
- Take part and contribute to regular team meetings

Finance & Systems

- Always assist in monitoring and maintaining good stock control
- Process accurate payments and transactions and ensure good speed of service reinforcing the Visitor experience
- Always adhere to cash handling procedures
- Use the restaurant booking system as required, taking guests details and confirming reservations
- Use of ordering technology to give best possible service

Statutory requirements

- Ensure all equipment is maintained and any faults are reported and or dealt with promptly
- Attend training as required
- Uphold the requirements of food safety, licensing laws, COSHH and health & safety procedures always

Organisational Wide Responsibilities

- To demonstrate and promote our core values of Creativity, Impactfulness, Honesty, Kindness, Inclusivity and Bravery
- To seek to advance Norwich Theatre's vision "To make all of our Creative Experiences have wide reaching positive impact."
- To ensure you are always an ambassador for Norwich Theatre's mission: "To provide creative experiences, rooted in the art of Performance and secure in our sense of Place, which generate positive impact for all People and inspire Prosperity in all its forms."
- To comply with all Norwich Theatre policies including Safeguarding, Equal Opportunities, Health and Safety, IT, Data Security and Protection
- To undergo any training necessary to fulfil the duties of this role and to develop its contribution to the organisation

PERSON SPECIFICATION

	Essential	Desirable
Experience & Knowledge	• An understanding of first-class customer service with a flair and enthusiasm to deliver it. • Use of initiative in priority decision making • Experience of working in a team	• Knowledge of current dining out trends • Knowledge of alcohol and soft drinks products • Experience and understanding of Epos till systems • Recent relevant experience in a busy hospitality or leisure environment • Experience of working in a restaurant environment • Experience of working in a busy bar environment • Cash handling responsibilities
Attributes	• People focused • Available to work across a rota system covering daytimes, evenings and weekends. • Ability to cope under pressure, in a calm and efficient manner to set deadlines • A flexible approach to work • Reliable and organised • Confident with team and customers • Proactive and positive attitude	• Interest in the arts
Skills	• Excellent Customer Service skills • Good interpersonal skills with both colleagues and customers • Excellent communication skills • Good organisational skills with an ability to balance and prioritise tasks	
Qualifications		• Qualified first aider • Personal Licence holder • Level 2 food hygiene certificate

This description is not exhaustive & may change to meet the needs of the business as the strategic vision for the department & organisation evolves. The post holder

may be required to perform duties outside of this as operationally required, but within reasonable scope of this role at the request of the relevant manager or director.